



Consult+ virtual  
health care services

## A virtual health and wellness clinic in your plan members' pockets

Health and wellness – it's important at work and home. Would your members perform better and be more engaged if they had:

- Quick, easy access to health care services
- A way to talk to health care professionals at home or the workplace
- Preventive support for mild and moderate depression and anxiety

The extra convenience might reduce out-of-office rates and help you attract and keep talent. So, would this type of service be good for your organization?

## Introducing, Consult+

Consult+™ lets your members meet with health care professionals using a secure mobile app or website. Members can connect when it fits their schedules, 24/7, in English and French. They can download the app or access the website through [mycanadalifeatwork.com](http://mycanadalifeatwork.com).

Plan members and their dependants can use Consult+, as long as they have health coverage through their Canada Life benefits plan.

## People can use Consult+ to:

- Talk to health care professionals
- Get prescriptions or refills for most medications\*
- Get referrals for lab work, when medically indicated
- Access self-led therapy for mild and moderate depression and anxiety
- Find mental health and well-being specialists such as psychologists, dietitians, and work and life coaches\*\*
- See their account history (such as chats, prescriptions, referrals, care plans)

People can get help for non-urgent conditions that don't need a physical exam, like common infections or minor injuries.

## Access to health care professionals

Through Canada Life's third-party agreement with Dialogue, Consult+ provides virtual access to a high-quality medical team, including:

- Doctors
- Nurses (nurse clinicians, practitioners, etc.)
- Care co-ordinators
- Psychologists\*\*
- Dietitians\*\*
- Work and life coaches\*\*

These health care professionals are part of Dialogue's team, not Canada Life.



## Is the information shared through Consult+ kept private?

Yes. Only the doctors, nurses and health care professionals have access to members' information. It's like seeing the family doctor. Members' personal information is private.

\*Consult+ sends prescriptions to a member's pharmacy electronically. Members can arrange delivery. Consult+ doesn't pay for prescriptions. Delivery charges may apply. Mental health related prescriptions and refills are excluded.

\*\*Depending on a member's group benefits plan, coverage options may vary and extra costs may apply.

## Self-led therapy

Self-led therapy, or internet-based cognitive behavioural therapy (iCBT), is included. It's preventive support for people with mild to moderate symptoms of depression and anxiety. It can help them build skills to cope with mental health issues before they become debilitating. Self-led therapy gives members an online option where they can safely and quickly access qualified support at any time.

After a member fills out a Consult+ questionnaire to discover their health score, they'll get a suggestion on which modules may help them. They can do the modules at their own pace, so there's no need to make an appointment.

## More ways for your members to get help

You can choose to add an employee assistance program (EAP) plus mental health services (MHS) to your plan, for an extra cost. You can add either the EAP alone, or the EAP and MHS together.

Services are available in English and French and are provided by Dialogue. Dependants aged 14 and older can register for their own Consult+ account and use these features.



**Want to  
learn more?**

Contact your benefits  
advisor or Canada Life  
group representative

## Employee assistance program (EAP)

With the EAP, members can get help for things like:

- **Legal and financial:** Connect with a lawyer or financial professional who can help with most legal or financial matters.
- **Work and career:** Career counsellors can help with stress at work, challenges with a colleague, or ways to boost performance.
- **Mental health:** Support for stress and anxiety, feeling overwhelmed or isolated, depression, grief and more.
- **Family and relationships:** Guidance, resources and compassionate support for many issues are available.

Members have access to limited sessions per issue for each service, based on the type of issue they need help with.

With EAP, you can also get help during a critical incident, for an extra fee. You'd contact and pay Dialogue directly for the service. They would then provide psychological first aid after a traumatic event at your workplace, like an accident or other crisis. They could also offer pre-emptive help for known events such as layoffs.

## Mental health services (MHS)

MHS can help diagnose and treat short-term mental health issues. Conditions include, but aren't limited to:

Insomnia, anxiety disorders, depression, grief, bereavement, adjustment disorders, secondary distress from health conditions or other mental health conditions even if not in scope (such as OCD or substance use) anger management (unless in a situation of active abuse) and coaching for stress and burnout.

Members have access to as many sessions as needed to get them back to functional remission for short-term issues.

1-800-957-9777 | [canadalife.com](https://canadalife.com)

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